IT Service Delivery Manager Workshop

Category: Infrastructure & IT Operations | **Vendor:** Various

Duration: 16.00 hours (2 days) **13.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Online LIVE

Course Overview

Our IT Service Delivery Manager Workshop is suitable for those working in Managed Service Providers with commercial customers and also those working in internal IT teams with internal and external customers, also not for profit organisations.

About This Course

Our IT Service Delivery Manager Workshop is suitable for those working in Managed Service Providers with commercial customers and also those working in internal IT teams with internal and external customers, also not for profit organisations.

Who Should Attend

Our IT Service Delivery Manager Workshop is suitable for anyone currently working as a Service Delivery Manager, supervising a number of Service Delivery Managers or anyone aspiring to move into a Service Delivery Manager role. Those wanting to improve their general SDM skills and capabilities will also find our IT Service Delivery Manager Workshop extremely useful.

Prerequisites & Entry Requirements

General Prerequisites:

There are no entry-level requirements for IT Service Delivery Manager Workshop, however an understanding of basic IT terminology and current IT Best Practice would be an advantage.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our IT Service Delivery Manager Workshop will cover all aspects of IT Service Delivery Management from how to get started to more advanced techniques to address ever-growing challenges of ever-increasing service complexity, breadth of integration and customer demand. Our IT Service Delivery Manager Workshop will also take you from understanding your customers need to actual service delivery and ongoing support. We will cover current 'Best Practice' frameworks and methodologies and also key communication and negotiation skills and techniques.

Detailed Course Outline

Our IT Service Delivery Manager Workshop will cover the following topics:

- The role of the Service Delivery Manager
- Scope of the role
- Acting as a bridge between customer and operational delivery teams
- Collaborating with senior management
- Key Responsibilities (core) and other
- Service Quality
- End to end service
- Value Chains and Value Networks
- The Customers perspective
- Business Value
- Utility and Warranty of a service
- Value for Money
- Perceptions
- Policies and Procedures
- Escalation procedures
- Governance (The importance of compliance)
- What processes are involved in the SDM role
- Service Level Management
- SLAs and OLAs
- Business Relationship Management
- Incident Management
- Problem Management
- Change Management
- Other process interfaces
- Sales and Account Management
- Supplier Management and Subcontractors
- Financial Management
- Skills and Competencies (the required skill set)
- Customer Service Management
- Building relationships
- Sponsoring and managing meetings

Achieving SLA targets

- Performance Management
- Communication
- Getting things done, and making things happen
- Communicating across organisational boundaries – from engineers through to senior managers
- Verbal communication
- Written communication
- Presentations
- Monitoring
- Service Reporting
- Service Level Reports
- Service Achievement Reports
- Balanced Scorecards
- ‘At a glance’ and RAG reports
- Automation
- Negotiation
- Positional and principled negotiation
- Influencing skills
- Contracts and agreements
- The Internal Customer
- The external Customer
- Techniques and Methods
- On-boarding new customers
- Customer Satisfaction
- Removing all obstacles to customer satisfaction and / or financial performance
- Measuring satisfaction levels
- Measuring perceptions
- Complaints and complements
- Complaint Handling
- Working with operations teams to identify and manage service improvement activities
- Opportunities, Challenges and Risks

Self Service opportunities and challenges

- Continual Service Improvement
- SIPs (Service Improvement Plans)
- CSIP (Continual Service Improvement Plan)
- The CSI process
- The CSI Register
- Continual Professional Development
- The future of the SDM role
- Your future

Additional Course Details

Nexus Humans IT Service Delivery Manager Workshop training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the IT Service Delivery Manager Workshop course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for IT Service Delivery Manager Workshop?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 2-day IT Service Delivery Manager Workshop course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the IT Service Delivery Manager Workshop training?

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for IT Service Delivery Manager Workshop?

Yes, we provide corporate training, dedicated training, and closed classes for IT Service Delivery Manager Workshop. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: ITSM SDM ITSDM ISDM

Q: Why choose Nexus Human for IT Service Delivery Manager Workshop?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your IT Service Delivery Manager Workshop training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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